Wikilt

Kilts worn high and short

Kilts are among the most important things for Scottish. A torn one can create a disaster.

Wikilt was created to sew torn kilts. We gather experts who can solve your main scottish problem nearby your home: it's a help network that everyone can join.

Never burst into tears anymore the eve of Saint-Andrew's Day because your kilt is torn!

Functionalities

Types of request

Here are the types of request that people define to find help or to specify in their dashboard how they can help others.

- Kilt size alterations
    - Complete rebuild
    - Apron resizing (extension or reduction)
- Kilt repair
    - Lining replacement
    - Pleats adjustments
    - Hem repair
    - Pinholes repair
- Belts
    - Extenders
    - Replacement
    - Repairs
- Buckles and straps
    - Extenders
    - Replacement
    - Repairs
- Sporran
    - Replacement
    - Repairs
    - Closure press stud replacement
    - Leather strap replacement
- Others / I don't know: specify.

Browse people/places that can help

- With geolocation or by entering a postcode
- Specify what kind of help you need (optional)
- Show a map with results
- Show result list and sort by…
  - location/distance (if further helpers allow post, they're displayed, too);
  - user rating;
  - transport;
  - last connection;
  - opening hours (for shops only, with filter on day & time);
  - automatically show helpers who can do all I need first, then others.

Make a request

If nobody's found, your request will be an open request

- Select help categories (or just check them if already specified at the previous step or in the user settings)
- Describe the request for this category (1 field to write by category, required for "others")
- Add picture(s)
- Transport (helper defines at least one when joining Wikilt)
  - Send kilt by post (not selected by default).
  - Pick the kilt at my home.
  - I'll bring it to you (max. distance radius in miles).
  - Transport must be set two times: first to transmit the kilt to the helper, secondly to return the kilt to the owned.
- Note: some kind of request will require to provide various things (e.g.: for buckle replacement, the kilt owner can provide the buckle

will). There will be a form to indicate the things you give with your kilt: "[ ] I will provide these things: ".

Help and request users interactions

- Helper: propose help or accept a request
  - Price :
    - Show typical price list to helper.
    - Set a price for this request.
    - `? easter egg ?` (optional) set a "scot" price (≤ normal price) that will only be visible if the kilt owner decline.
    - (optional) Price include these things: (e.g.: a buckle).
  - You need to provide these things: (e.g.: a buckle).
  - Approximative completion time after kilt reception (in weeks / days).
  - Choose a transport among the owner proposals.
  - Free comment.
  - Following what the helper have define in the dashboard, show the private informations the kilt owner will receive (address, phone number, email, opening hours…).

- Helper: browsing and answering open requests
  - Propose help (see previous list: same way to do it).
  - Pin an open request for later.
  - Access to pinned requests and make a proposal for each of them through the same page.
  - A helper can't have more than 3 pending works.

- Decline kilt owner's request or helper proposal
  - Show a message to the helper/owner: "Help the kilt's owner/the helper to make a better request, explain why you can't."

- ○ Helper:
  - ■ I'm not available (optional: until {date}).
  - ■ I can't do this work.
  - ■ The description of the work is not specific enough.
  - ■ You need to provide these things: (e.g.: a new buckle).
- ○ Kilt owner:
  - ■ Price is too expensive.
  - ■ Completion time is too long for me.
  - ■ I can't provide these tging you asked: (e.g. a new buckle).
- ○ Both:
  - ■ Other: specify (optional).

- ● Work is done
  - ○ Helper:
    - ■ transport: when, where, how (many proposals can be submitted) ;
    - ■ leave phone number or mail (optional).
  - ○ Kilt owner:
    - ■ pick up a date and a way of return.

Rating (after having helped or received help)

- ● The kilt owner rates the helper
  - ○ Well-done work: "right", "not so", "no"
  - ○ Price regarding of the quality: "fair", "cheap", "expensive"
  - ○ Completion time (including kilt return time, if posted): "quick" "correct", "too long";
  - ○ Communication: "easy", "not so easy", "difficult"
  - ○ Transport (only if kilt returned by post or brought by the helper to the kilt owner):
    - ■ "kilt in good condition";

- "kilt not well packed but in good condition"
- "kilt well packed but damaged";
- "kilt not well packed and damaged".
    - Free comment (optional)

- The helper rates the kilt owner
    - Kilt condition matches witch owner request
    - Communication: "easy", "not so easy", "difficult"
    - Transport (only if kilt sent by post):
        - "kilt in good condition";
        - "kilt not well packed but in good condition"
        - "kilt well packed but damaged";
        - "kilt not well packed and damaged";
        - (optional) "kilt not transmitted at the scheduled date/time"
    - Free comment (optional).

Account managing

- Register (required before validating the first request)
    - Email
    - Password
    - Name (required)
    - Shop or company (only for professionals);
    - Address elements (all required if joining *Wikilt* and sending request are done at the same time):
        - building name (optional);
        - address;
        - locality name (optional);
        - town;
        - postcode.
    - Phone number (optional)

- - For professionals only (this can be done later):
    - VATIN (required for requests, not to be browsed);
    - registration number (idem);
    - website;
    - opening hours (e.g. for shops).
  - When someone, already registered or not, decide to help:
    - Precise at least one way to help and one way of transport (see "Make a request" earlier in this document).

- Log in
  - Email (required)
  - Password (required)
  - Stay connected (optional, checked by default)
  - Password forgot (send mail with password reset link)

- Ways to help

  - What i can do / kilt sewing experience: (see types of request)
  - Opening hours (for professionals, e.g. shops)
  - Display phone number or email :
    - to logged persons who request you only;
    - to every logged person (for shop only).
  - No direct contact: send request first;
  - Kilt transport (optional, must be set for kilt sending to the helper and kilt return to kilt owner):
    - [ ] "send me your kilt by post";
    - [ ] "bring me your kilt";
    - [ ] "i'll come to you to pick your kilt".

- Billing
  - Kilt owner must pay directly:

- online: VISA, Mastercard, American Express, Paypal (to *Wikilt*);
- by wire transfer (to *Wikilt*);
- by hand (to the helper, after the work is done, not possible if the kilt is returned by post mail).
    - Helper must pay 15% fees:
        - if paid by hand, helper receives an online bill (notification + mail) after he has been rated;
        - otherwise, Wikilt will pay the helper 85% of the work price directly after he has been rated.
    - Professionals pay an annual bill to *Wikilt*.

- Notifications (sent by mail and on the *Wikilt* member dashboard)
    - Welcome to Wikilt, here's your dashboard/notification place
    - Request received (for helpers only)
    - Help proposal received (for kilt owners who made a request)
    - New helper found near you (only when you've sent a request)
    - Is your (old) request still up to date? (= do you still need help?)
    - Proposal accepted/declined (+ reasons)
    - Transport by post mail: package tracking number (+ external tracking link or API) and transport company when sent.
    - Work is done (optional: and kilt has been sent by post)
    - Kilt owner have chosen a date and a way to get his kilt back
    - Someone to rate
    - Paiement done (to Wikilt, from a request maker or from a helper who get paid by hand and must pay 15% fees)
    - Paiement sent (from Wikilt, to a helper)
    - Professional subscription coming to end
    - Completion time almost reached
    - Request/help that should have been finished since a while:
        - is your request fulfilled? (for kilt owners only)
        - is your work done? (for helpers only)

- Ratings
  - Left to you
  - Left by you

- Subscription (for professional only)
  - Current
  - History
  - Renew

- Delete account:
  - Show a message: "Deleting your account is not a reversible action. Depite of that, members ratings will stay public." ([? think about it ?])
  - Confirmation: "Yes, forever", "No because I love kilts!"

Arbitration & problem solving

At any step of a help request (that comes after the acceptation by a helper), a special alert/notification can be sent to the other person and the *Wikilt* team to report something wrong ([? think about it ?]).

Things to think

- Tips to take care of a kilt.
- F.AQ.

Other ideas

Wikilt Workshops: kind of permanent or regular repair places.

- (not up to date) Pages -

- Home
  - Fix your kilt quickly
  - Find a helper (select your problem and (geo)location)
  - Join
- Member
  - Join
    - I can be a helper (optional)
  - Login/logout
  - Account
    - Billing
  - Become a helper
  - Request(s) sent
  - Request(s) received
- Where to be helped (map / geolocation)
- Wikilt meetings
- Professionals
- About Wikilt / Why Wikilt
- F.A.Q.